



Virginia Department of
Emergency Management

PSAP Grant Committee Workshop

Date: February 16, 2021



Virginia Department of
Emergency Management

Procedures for Virtual Workshop



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Workshop Agenda

Workshop Agenda

- Procedures for virtual workshop
- Preliminary Draft – FY23 NG911 Funding and PSAP Grant Guidelines

Consolidations: Co-Location and/or virtual with secondary PSAPs

Allowable expenses for training – clarification/update

Define GIS training

Other

- Upcoming PGC meeting – March 4, 2021



Consolidations: Co-Location/Virtual with Secondary PSAPs

- At the January 7, 2021 PGC meeting, Jeff Flournoy, 911 Director, Eastern Shore PSAP, asks the Committee to consider the possibility of a consolidation of a separated secondary PSAP into a primary PSAP. He provided an overview of the Northampton & Accomack situation. The request was for the Committee to review the use of grant funds to support consolidation or “co-location” to merge secondary PSAP operations with a primary PSAP operation.
- Mr. Flournoy agreed to provide language for the draft FY23 Guidelines in consideration of the request.



Consolidations: Co-Location/Virtual with Secondary PSAPs

- Randy Davis, Tazewell 911 Director, has also submitted support for update to the Guidelines to allow for primary/secondary PSAP consolidation:

Tazewell County currently has only one locality remaining to merge with the 9-1-1 center - Richlands Police Department. Currently all 9-1-1 calls come through the 9-1-1 Center in Tazewell. If a call is received from the western end of the county, they have to transfer the call to Richlands Police Department for dispatch. This is a blind dispatch transfer to RPD. RPD dispatches for the town of Richlands for police, fire and EMS. They also dispatch fire and ems to the 22,000 county citizens in the western end of Tazewell County. Tazewell County dispatches the Sheriff's Office deputies for law enforcement incidents for the western end of the county outside the Richlands Town limits. This is a problem for the center and the citizens in the western end of Tazewell County. This transfer has no other information with it besides what dispatch can get and pass along, which causes a delay in response. Dispatch is required to obtain an initial survey of information in case the call disconnects, which has in the past when the "only" dispatcher is on another call, and a call back is necessary, resulting in delay in response. Tazewell 9-1-1 can assist with EMD, but sometimes emergencies change and the call is transferred prior to using EMD. Again, if they are still on line with the caller and dispatching directly to agencies, there would be less response time lag, and agencies could be updated, instead of calling back again to RPD. Tazewell County 9-1-1 has the mapping system, EMD, FSD, and LED capabilities as well as RapidSOS and the capability to communicate through Text-to-911. Citizens in the western end of the county deserve the same 9-1-1 services, and they need to be able to serve the public better. Several times a day, citizens call 9-1-1 and don't understand why they have to be transferred to the local PD for emergency services.



Consolidations: Co-Location/Virtual with Secondary PSAPs

- Drafted language for consideration in the Guidelines:

Under Definitions:

Physical Consolidation/Co-Location (Secondary PSAP(s) with its Primary PSAP) – The physical consolidation/co-location of at least one local government (county, city, town) Secondary PSAP with the primary PSAP serving the Secondary PSAP, with an integrated management structure established by MOUs. In addition, all parties must benefit directly from the consolidation activities implemented with a grant award.

A physical consolidation/co-location will be considered to be at least one Secondary PSAP serving a local jurisdiction (county, city, town), public or state lands, or portions thereof, with a primary PSAP serving the Secondary PSAP, with an integrated management structure established by MOUs. In addition, all parties must benefit directly from the consolidation activities implemented with a grant award.



Consolidations: Co-Location/Virtual with Secondary PSAPs

- Drafted language for consideration in the Guidelines:

Under Funding Amounts:

Any primary PSAP and secondary PSAP currently served by a selective router pair are eligible for full funding during the NG9-1-1 deployment period for items necessary for call routing transitioning to an ESInet. These items will be identified in each primary PSAP's and secondary PSAP's MP. There is no required local match.

If during the funding award period a primary PSAP will be involved in a consolidation/co-location project and/or has CHE that becomes NVS, the PSAP would be eligible for funding for these projects up to the following amounts:

\$200,000 per PSAP participating in a shared services CHE project

\$150,000 for an individual PSAP CHE project

\$500,000 per physical consolidation/co-location project (Primary PSAP's)

\$300,000 per physical consolidation/co-location project (Secondary PSAP and Primary PSAP)

Technology refreshes of supported hardware or operating systems becoming end-of-support may also be considered NVS. Secondary PSAPs are not eligible for funding for CHE replacement or consolidation projects (except as defined in these guidelines).

Shared services projects among PSAPs are strongly encouraged. All jurisdictions participating must be identified in a multi-jurisdictional agreement (MJA) signed by all parties. Shared services projects require that one eligible primary PSAP act as the "host" for the initiative. The "host" will be the fiscal agent responsible for fulfilling all requirements such as reports, control of and accounting for funds, and distribution and control of equipment purchased.



Consolidations: Co-Location/Virtual with Secondary PSAPs

- Drafted language for consideration in the Guidelines:

Under Funding Amounts:

Similar to a shared services project, one of the primary PSAPs participating in a physical consolidation/**co-location** must act as the “host” and is responsible for fulfilling the same requirements. **If the consolidation/co-location involves a Secondary PSAP with its Primary PSAP, the Primary PSAP must act as the host and is responsible for fulfilling the same requirements.** Additional funding may be available for consolidations/**co-locations** if substantial NG9-1-1 migration cost savings can be demonstrated. Primary PSAPs **or a Secondary PSAP with its Primary PSAP** interested in obtaining funding for a physical consolidation/**co-location** project must satisfy two prerequisites before receiving funding:

First, the localities that govern the PSAPs involved in this physical consolidation/**co-location** must sign a MOU in support of a physical consolidation/**co-location**.

Second, a feasibility study must be completed by the **locality or localities** using local funds. **A copy of the study must be included with application or in consideration of funding for a physical consolidation.**



Consolidations: Co-Location/Virtual with Secondary PSAPs – Considerations

- Since it's inception, the E9-1-1 Services Board has been dedicated to primary PSAPs that take wireless calls. The proposed expansion does not recognize this focus, and, in fact, is a de facto nullification of that principle.
- The fund is already stretched quite thin. Adding additional strain from former secondary PSAPs should not be undertaken without understanding the financial impact.
- “Secondary PSAP” is currently not well defined. Under the interpretation of “any PSAP we transfer to” the VSP may be considered a secondary.
- There is really nothing preventing cooperative agreements whereby a secondary can agree to supporting a primary PSAP via personnel or funds. The term “co-location” would need much more definition before being included as part of the Guidelines.
- Clarification is needed as to the benefit of a co-location; what is it intended to convey. Are the Guidelines the best place to address the matter?



Consolidations: Co-Location/Virtual with Secondary PSAPs – Considerations

- Use of the PSAP grant program for consolidations of secondary PSAPs would have value on the surface. However, expansion of the funding and grant program to include secondary PSAPs would need strict definition of a secondary PSAP.

For example, in region 4, Tazewell and Richlands would be the only benefactors of such expansion. Twin County is a regional commission, which has the secondary PSAPs of Carroll and Grayson that could possibly be included. It would not be desirable to expand the funding program to campus police departments or state agencies that could be construed to be a secondary.

- The term “co-location” needs to be clearly and narrowly defined. If it is a physical consolidation in which the two or more agencies are on the same dispatch floor and operationally have workstations dedicated, this could be one concept. However, co-location in the same physical building but in different rooms or floors of a building may not lend itself to operational efficiencies.



Consolidations: Co-Location/Virtual with Secondary PSAPs – Considerations

- Number of potential secondary PSAPs in the Commonwealth is unknown.



Consolidations: Co-Location/Virtual with Secondary PSAPs – Staff Recommendation

- With the pros and cons aside, staff recommendation is to await the final report from the review of the NG911 deployment impact in Virginia before expanding funding with the NG911 Funding and PSAP Grant Guidelines.



Allowable Expenses for Training

- Expand the Guideline language to clarify GIS training opportunities under the PEP Grant
- Current language:

The PEP funds registration/training fees, lodging, travel assistance (for VA APCO, VA NENA, and VAMLIS state conferences only), M & IE (meals and incidental expenses for all other conferences and training opportunities), ***required training course material***, and certifications. Reimbursement for travel assistance and M & IE requires an overnight stay. Reimbursement information is available from [VDEM's 9-1-1 and Geospatial Services website](#). Reimbursement will only be made at the posted rate effective on the date of the training, plus applicable state and occupancy taxes based on the Commonwealth of Virginia Travel Guidelines.



Define GIS Training

- Expand the Guideline language to clarify GIS training opportunities under the PEP Grant
- GIS Education and Training – PEP awards may support education and training that further the readiness or ability of locality GIS skills to support PSAP GIS needs such as GIS address points, road centerlines, and emergency service and PSAP polygons. Examples include: classes or workshops in creating, editing, and maintaining spatial data used by the PSAP; training on new software used to maintain spatial data used by the PSAP; training that expands methods or techniques of extracting, transforming, and loading (ETL) spatial data for the PSAP or the interoperability of spatial data between systems to meet PSAP needs, such as python or web services training; registration/training fees, lodging, travel assistance for the VAMLIS state conferences only as described on page 18. GIS Education and Training opportunities may be in-person, virtual, or by access to a Subscription-Based Learning Program.



Other Discussion Topics from PGC

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PGC Meeting on March 4th

- Update on E-911 Border Response Workgroup
- Regional Advisory Council
- Present final draft to PGC based on discussion/input from workshop
- PAL submissions
- Award amendments





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Public Comment

Questions?



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THANK YOU!

